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FF ALRGNS 1/500, ALATOFO, AMC/1, ACT/1, AMA/500
///BEGIN PART 1 OF 7///
NOTICE: N7210.638
SUBJECT: CHANGE TO FAA ORDER 7210.56C, AIR TRAFFIC QUALITY ASSURANCE
EFFECTIVE: IMMEDIATELY
CANCELLATION: MAY 23, 2007

ADD CHAPTER 8. TERMINAL/TRACON AUDIT OPERATIONAL ERROR/OPERATIONAL DEVIATION PROCESS TO
FAA ORDER 7210.56C TO READ AS FOLLOWS:
CHAPTER 8. TERMINAL/TRACON AUDIT OPERATIONAL ERROR/OPERATIONAL DEVIATION PROCESS.
8-1-1. BACKGROUND.
THE FAA DOES NOT HAVE A SYSTEM THAT ENSURES ACCURATE OE/OD REEPORTING AT ALL
TERMINAL/TRACON AIR TRAFFIC
///END PART 1///BEGIN PART 2 OF 7///
CONTROL FACILITIES. THUS, WE ARE ESTABLISHING THE FACILITY AUDIT PROCESS THAT ALLOWS THE
USE OF PLAYBACK TOOLS TO IDENTIFY OE/OD'S. THIS PROCEDURE WILL PROVIDE GREATER ASSURANCE
THAT SUBSTANTIALLY ALL OE/OD'S ARE BEING REPORTED.
8-1-2. FACILITY AUDIT PROCESS.
THE FOLLOWING PROVIDES REQUIREMENTS AND GUIDANCE CONCERNING THE FACILITY AUDIT PROCESS:
8-1-2A. EACH TERMINAL/TRACON FACILITY WILL DEVELOP, IN WRITING, A METHOD TO REVIEW A
RANDOM SAMPLE OF RADAR AND VOICE DATA TO ASSESS THAT OE/OD'S ARE BEING FULLY REPORTED.
SAMPLING METHODS WILL INCLUDE PERIODS OF HIGH-RISK FACTORS (E.G. PEAK TRAFFIC TIMES),
///END PART 2///BEGIN PART 3 OF 7///
ALERTS FROM EQUIPMENT SUCH AS, BUT NOT LIMITED TO, AMASS, ASDE-X, LOW ALTITUDE ALERTS,
CONFLICT ALERTS, REPORTS FROM PILOTS CONCERNING QUALITY OF SERVICES, TCAS EVENTS, AND
OTHER AIR TRAFFIC INCIDENTS THAT ARE NOT IDENTIFIED AS OE/OD'S. TO IMPROVE THE ACCURACY
OF THE REPORTING PROCESS, THE USE OF REPLAY CAPABILITIES AND VOICE FILES WILL BE USED TO
CONDUCT RANDOM AUDITS OF AIR TRAFFIC SERVICES. THIS INCLUDES THE USE OF ALL AUTOMATION
PLAY-BACK TOOLS WHICH ARE AVAILABLE FOR REVIEW AT THE FACILITY I.E. AMASS, ASDE-X,
RAPTOR, AND VOICE FILES, ETC..
8-1-2B. EACH FACILITY WILL CONDUCT A MONTHLY AUDIT BASED ON THE CRITERIA IDENTIFIED AND
PROVIDED BY THE SAFETY INVESTIGATIONS OFFICE.
8-1-2C. THIS MONTHLY AUDIT WILL CONSIST, AT A MINIMUM, OF TWO
///END PART 3///BEGIN PART 4 OF 7///
ONE-HOUR PERIODS OF DATA.
8-1-2D. AUDITS WILL BE CONSIDERED AS A PRIMARY SOURCE FOR REPORTING AN OE/OD OR
INITIATING AN INVESTIGATION.
8-1-2E. THE RESULTS AND THE ASSOCIATED DATA OF EACH AUDIT SHALL BE DOCUMENTED AND
RETAINED AT THE FACILITY FOR A PERIOD OF ONE YEAR.
8-1-2F. THE FACILITY WILL FORWARD A QUARTERLY REPORT TO THEIR RESPECTIVE SERVICE CENTER,
SAFETY ASSURANCE OFFICE, FOR REVIEW. THE SERVICE CENTER, SAFETY ASSURANCE OFFICE WILL
COMPILE THE FINDINGS AND FORWARD THEM TO THE TERMINAL SAFETY AND OPERATIONS SUPPORT
OFFICE. THE TERMINAL SAFETY AND OPERATIONS SUPPORT OFFICE WILL
///END PART 4///BEGIN PART 5 OF 7///
FORWARD THESE REPORTS TO THE SAFETY INVESTIGATIONS OFFICE FOR VALIDATION AND OVERSIGHT.
8-1-3. SAFETY INVESTIGATIONS OFFICE RANDOM AUDIT.
8-1-3A. THE SAFETY INVESTIGATIONS OFFICE WILL ADVISE SELECTED FACILITIES BY THE SEVENTH
OF EACH MONTH THAT IN LIEU OF THE FACILITY AUDIT PROCESS, A SAFETY INVESTIGATION OFFICE
RANDOM AUDIT WILL BE CONDUCTED.
8-1-3B. THIS RANDOM AUDIT WILL INCLUDE ALL AIR TRAFFIC OPERATIONS THAT HAVE REPLAY (RADAR
DATA AND/OR VOICE) CAPABILITY. SAFETY INVESTIGATIONS WILL DETERMINE THE SPECIFIC TIMES,
DATES, AND TYPE OF OPERATION, ETC..
8-1-3C. SELECTED FACILITIES WILL CONDUCT THE AUDIT,
///END PART 5///BEGIN PART 6 OF 7///
DOCUMENT THEIR FINDINGS, AND FORWARD THE RESULTS TO THE SAFETY INVESTIGATIONS OFFICE
ELECTRONICALLY OR BY APPROVED OVERNIGHT DELIVERY WITHIN SEVEN BUSINESS DAYS. THE DATA AND
FINDINGS FROM THIS AUDIT SHALL ALSO BE RETAINED AT THE FACILITY FOR A PERIOD OF ONE YEAR.
SAFETY INVESTIGATIONS DATA AND ANALYSIS WILL BE RETAINED FOR A PERIOD OF TWO AND ONE HALF
YEARS.
CHANGE APPENDIX 1. RADAR DATA PROCESSING.
NO CHANGE TO PARAGRAPH 1A AND 1B.

CHANGE PARAGRAPH 1C TO READ:

1C. NTAP, SATORI, CDR DATA AND OTHER REDUCTION OR PLAYBACK TOOLS WILL BE USED IN THE INVESTIGATION OF SUSPECTED INCIDENTS TO DETERMINE THE AMOUNT OF SEPARATION THAT EXISTED OR THE

///END PART 6///BEGIN PART 7 OF 7///

POSITION OF THE AIRCRAFT. ADDITIONALLY, THESE TOOLS MAY BE USED FOR INDIVIDUAL EMPLOYEE REVIEW/IMPROVEMENT, SYSTEM/FACILITY INVESTIGATIONS, AUDITS OR EVALUATIONS. WHEN THIS IS ACCOMPLISHED AND AN OE/OD IS DISCOVERED, THE INCIDENT WILL BE REPORTED AND PROCESSED IN ACCORDANCE WITH THIS ORDER.

NO CHANGE TO REST OF PARAGRAPH.

QUESTIONS SHOULD BE DIRECTED TO MARK OLSEN, SAFETY SERVICES INVESTIGATIONS AT (202) 302-5056.

MELLO, ATO SAFETY SERVICES

///END PART 7 OF 7///